

BUUK's Response to Xoserve's 2022 Draft Version 2 of the Business Plan

1. Regarding CRM, we appreciate that short to medium term cost mitigations directly through the DSC are possible through Corella's private investment in this area. It would be reasonable to expect however that this will lead to an eventual increase in MTB costs to account for Corella's increased expenditure resulting from their investments. Is an impact assessment available regarding the effect on other costs from the outsourcing of CRM to Corella? In general & throughout the budget, are there Corella costs within MTB which are not specifically highlighted?
2. Regarding Customer Service, we would be interested in a 'cover' for different party constituencies with different requirements. For example, if customer service performance expectations are not being met in one area then further funding could be utilised to improve the experience. The goal is to achieve a required standard of customer service & we would be open to hearing about the funding required to achieve this. Is a provision for this within the current BP proposed?
3. Appreciating the shift in party constituency costs, would it be possible to provide more transparency regarding how DSC costs are recovered i.e. break down costs per MPRN per party constituency if applicable?
4. Our operations team advise Twilio messaging is still not fit for purpose as the coverage remains too low. Can we receive some breakdown/rationale on the increased costs forecast for this service please? Will the increased expenditure lead to improved service?
5. Regarding DPP costs, concerns remain regarding the effectiveness & relevancy of this service. We have a requirement for a 'Data Quality' function which is not currently a useable feature within the DPP. As DPP costs are included within MTB, we have concerns with Corella taking over some of the DPP functions & the associated cost increases if service does not improve. If Corella can fulfil the function of the DPP while improving the service, is the DPP still necessary?